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Interface Newsletter

School of Information Sciences

2011

Interface, Fall 2011

School of Information Sciences

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Fall 2011

Interface

In-ter-face: *noun* - a thing or circumstance that enables separate and sometimes incompatible elements to coordinate effectively.

Director's Message

Time marches on and the School of Information Sciences (SIS) leaps forward into the new year with great anticipation. 2012 will be a significant year for us for many, many reasons. To begin, it is a milestone year in our history. We will celebrate our fortieth anniversary in 2012.

Looking back to the first year SIS was an ALA-accredited school in 1972, we see our history paralleling that of our world. We have successfully come through what the Hindus call the Krita Age, astrologers call the Age of Aquarius and the theosophists call the New Age. Here is a quick reminder of some of the historic events since 1972:

- 1972 – The Watergate burglaries took place, Nixon visited China, Ling Ling and Hsing Hsing arrived at the Washington, DC zoo. Gary Purcell, founding director of SIS, oversaw the initial accreditation of the program.
- 1982 – The Vietnam Memorial was erected on the National Mall, John Belushi died, Prince William was born and the first artificial heart transplant was accomplished. In the '80s, the Center for Information Studies (CIS) and the relationship with Oak Ridge National Labs (ORNL) were established.
- 1992 – The 25th Olympic Summer games opened in Barcelona, Spain, Nolan Ryan struck out his 100th batter for the 23rd consecutive season and Queen Elizabeth lost priceless art pieces in a Windsor Castle fire. During this decade, the school adopted its new curriculum and its new name, the School of Information Sciences.

Director's Message Continued on Page 9

Dr. Cortez teaches Boudreaux about the Dewey Decimal Classification System. Boudreaux works as a reading therapy dog for the University and serves as the UTK-SIS mascot!



The Many Faces of the Profession

Every month we are faced with dismal employment numbers during this recession. The search for a bright side seems daunting; however, in the midst of this there is a strong ray of hope for the future in our profession. The traditional career path of librarianship is estimated to have an eight percent growth rate over the next decade. This is the average rate among all professions. The turnover rate is an altogether different matter. The U.S. Bureau of Labor Statistics notes the traditional librarian profession has an unusually high number of aging workers likely to retire within a few years. When we examine the prospects for those with education and experience in the information science disciplines beyond the traditional path, the growth rate is projected to be as high as 53%.

What are these potential career paths? The librarian titles are classified according to the type of library: public, school library media specialist, college or university, other types of academic libraries, medical, law or special libraries. Among the more traditional roles are positions with archives and museums.

The face of the profession becomes more obscure with the non-traditional career paths. Titles such as 'Information Architect' and 'Science Information Specialist' do not conjure up immediate images of a person working at a specific task. When we hear 'librarian,' we get an immediate mental image of someone shelving books or sitting at a reference desk assisting a patron. When we hear 'database analyst' we picture what? A person sitting at a computer looking perplexed? The reality is not very far from the traditional image...it just happens to transpire in a virtual environment. Sort of.

Information Science professionals are in the business of effectively organizing, storing, analyzing, and retrieving information needed by a variety of people for a variety of reasons. The information just happens to exist mainly in a digital format on computers and servers. Humans are still the ones generating and needing the information.

The quickly changing face of the profession is apparent in recent modifications to the School of Information Sciences' own brochures. The 2004 version lists 19 different professions the program prepares students for, but the 2011 version lists 35—the number nearly doubled in less than a decade. A look through the alumni directory on the SIS website further demonstrates the broad range of careers and employers available to our graduates.



So, what's next? The job prospects are excellent according to the U.S. Department of Labor. The development of new technology and the implementation of new regulations will continue to drive the need for better, faster, more responsive information management. Laws such as Sarbanes Oxley in 2002 and HIPAA in 1996 drove major changes in the way information was stored and retrieved. Collaboration between groups

of users such as law enforcement agencies and medical research scientists are demanding better sharing and retrieval systems for their critical data.

The pressure to educate the best and brightest will only grow for SIS. Our need to expand our educational offerings and recruit a wider variety of students and faculty will increase. Requirements in the future will most likely include continuing education offerings, more specialized education paths, and more support from our alumni. Be watching. The changes will be fast and furious.



Professions for our graduates have grown from 19 to 35 since 2004.

These are a few of the titles of our graduates...

Reference Librarian

Lecturer

Librarian

Software Tester

Professor

Information Analyst

Knowledge Manager

Children's Librarian

Research & Information Services Director

Independent Researcher

Media Specialist

Director of Institutional Effectiveness

Information Specialist

Orientation



SIS distance students often wonder, Is it necessary to attend an ‘in-person,’ mandatory orientation on campus? The answer is found by the students themselves. In this year’s post-orientation survey, several students admitted they were less than thrilled about traveling to Knoxville for the orientation but were glad afterward to have had attended. The experience is much more information-intensive than most realize before the event. Students even suggested adding another day since there was so much information crammed into one day. Even the students suggested adding another day. The dilemma comes when requiring students from out of town to pay for two nights’ lodging rather than just one. Out of respect for the tough economic times, SIS has opted to maintain the one-super-day approach to orientation.

Some other information science programs do not require an on-campus orientation by instead conducting it virtually. Two significant


downfalls of this approach are 1.) students do not have the opportunity to establish relationships with their faculty and advisors and 2.) students have little opportunity to meet other students who are on the same journey. UTK-SIS students not only get a preview of their classes and course options, they also hear about cohort groups, student organizations, and practicum program opportunities and learn about the computer systems which will support them -all in face-to-face encounters during orientation.

The students also get to hear from practitioners representing some of the information science professions. This session is always highly rated by students. Connecting with faculty, staff, other students and practitioners are repeated often as a positive for the UTK-SIS orientation. Students have consistently rated their UT experience highly. The immediate advisor contact after acceptance, the personal interest from faculty, and the responsiveness of the SIS team are often mentioned as key parts of the positive experience for new students. Building relationships through these initial face-to-face sessions during orientation continues to help start students off on the right foot.

Another innovation this year has been the addition of a Thursday evening gathering to kickoff orientation. New students arriving in town for the Friday meetings were treated to an evening of casual collaboration at a Market Square restaurant. This enabled students to get to know some of the faculty and other students in a relaxed information setting. Those who took advantage of this event proclaimed it to be a definite ‘keeper’ for future orientations.

While there are always opportunities to improve and tweak the orientation process, the overwhelming vote from students is that the day is highly valuable and should be continued. When asked, the students also indicated the reasons they were attracted to the program are: the classes are offered online, the program is ALA-accredited, UTK-SIS has a great reputation in the industry, and the



faculty are well-known. Tanya Arnold, Student Services Coordinator, is the chief planner and organizer of orientation. She has a momentous task each year coordinating all of the facets of the project. With 64% of all new students being distance and 36% being on-campus, she feels giving the students a great start is critical to helping them begin their program properly. As a graduate of the program, Arnold says, “From my own experiences, I understand the overwhelming amount of information needed for a new student. As an information professional, I am always looking for ways to make the information more accessible and easier to digest.” 

Federal Libraries Course On Target

A key reason practicums and internships are so highly valued is for the learning derived from first-hand experiences. While the students in IS590: Introduction to Federal Libraries might not have had first-hand experience working in the libraries, their trip to Washington, D.C. and the knowledge they received on location from the instructors and representatives of the libraries did provide them with a solid understanding of the frameworks for these institutions.

Led by William Hawk (M.S. / SIS '98), Program Specialist with the World Digital Library, a project managed by the Library of Congress, the class took a close-up view of the following federal libraries:

1. United States Department of Transportation
2. Congressional Research Service @ the Library of Congress
3. The Ralph J. Bunche Library, U.S. Department of State
4. National Archives and Records Administration Library
5. National Library of Medicine (National Institutes of Health)
6. United States Geological Survey (USGS) Library
7. National Agricultural Library (USDA)
8. Bureau of Labor Statistics, Div. of Information & Marketing Services, Department of Labor's Wirtz Labor Library
9. National Library Service for the Blind and Physically Handicapped (also Library of Congress)
10. Pentagon Library (U.S. Military/Department of Defense)

Visiting Washington during July (20-26) meant lots of hot walks, sore feet, and hot, sticky weather. The physical pain notwithstanding, the students had many positive assessments of their experiences. Here are a few of the quotes from IS590 students:

"...the delightful surprise was that I learned even more than I expected I would." B. Thompson

"It was interesting to learn about federal libraries, but the tours of so many different libraries really gave us examples to compare and contrast directly. Federal libraries span the spectrum of special, public, and academic libraries (as well as archives) so not only were we able to understand more about federal libraries in and of themselves, but we were also able to gain a better understanding of all of these types of libraries by viewing them from the perspective of federal libraries. All in all, it was a phenomenal class that I would recommend to anyone, regardless of their primary library of interest."

A. Clark



Group photo at the National Agricultural Library



Alex, at the Pentagon, sharing his vast knowledge of D.C.

"Federal Libraries really was the best possible last class I could have taken. More than anything, it showed me how all the practical information I had learned in the past two years could be applicable in a variety of settings. The rousing words we heard at the Pentagon, reminding us that all of our experience matters, will especially stick with me." M. Kirby

Among the educational key points and highlights from Hawk's perspective were:

- the visit with the Director of the NTL because of the energy and cohesiveness of the staff serving this relatively young institution primarily focused on a digital interface;
- the sagacity of the host at the Pentagon and his descriptions of the many challenges they have overcome

since 9/11;

- seeing incunabula at the Department of State and hearing about the rare books concerns at the USGS;
- learning the specific nationwide services of the National Library Service for the Blind and Physically Handicapped (Library of Congress);
- the demonstration of the Web Accessibility Lab at the DOB/ Bureau of Labor Statistics.

SIS alumnae provided significant contributions to the course. Guest lectures by April Knepp (SIS '08) on the US AID Knowledge Services Center and Lisa Zolly (SIS '98) on USGS and contract opportunities with federal libraries and information centers were highlights of the educational experience.

Hugh Howard of the Department of State said, "We enjoyed meeting the class. They were smart and inquisitive, so our presentation was a pleasure. [SIS's] colleagues did an excellent job of planning and coordinating."

Dr. Ed Cortez, Director of the School of Information Sciences, traveled with the class to Washington and had this to say about the experience: "I had high hopes for this course and the adventure that it was sure to provide, but all of what I have seen and heard has surpassed my greatest expectations. Wil Hawk is one of the most dedicated educators I have known." The intention is to hold this class again next year. As Cortez says, "With this experience and success we now have a platform to grow the adventure and learning experience for our students." Look for more information in the future about Federal Libraries courses.

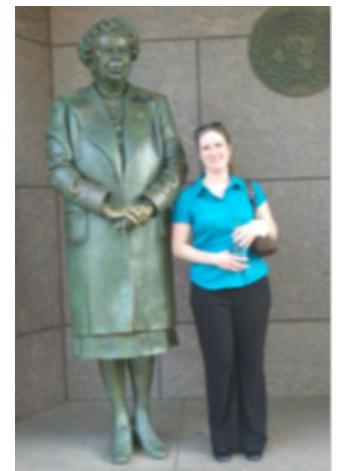


Group photo at the Library of Congress

Archivists Rock!

The summer edition of *Tennessee Archivist*, the newsletter for the Society of Tennessee Archivists, features one of our own. Amanda Carter, SAA-UTK President and MLIS candidate, is a contributor to the "Student Affairs" section of the publication. Her inaugural column highlighted her experiences as a student at UT. She is gaining experience working with the Modern Political Archive at the Howard H. Baker, Jr., Center for Public Policy on the UT campus. Carter was also one of the students on the Federal Libraries class tour of Washington, D.C. this summer. Early immersion into the profession is encouraged by SIS faculty, and Carter is certainly modeling this with her actions.

Amanda Carter is also a recipient of the student scholarship award from the Society of Tennessee Archivists Education Committee this year.



Recognize Anyone?

Major milestones in our lives make us drag out the scrapbooks and photo albums. Reliving the good, old days or simply recalling friends and family we haven't seen for a while motivate us to stockpile mementos. The School of Information Sciences became ALA-accredited in 1972. In 2012, we will celebrate our 40th anniversary. While the school's roots go back to 1928, accreditation is recognized as the point at which the school began its ascent into the realm of Information Science programs recognized as high-quality.

Look closely at the photos presented here. Recognize anyone? Do you have photos or memorabilia you can scan and send to us? We would love to assemble the material for the grand celebration at the Homecoming Brunch November 2012. Send your memorabilia to Jay Tucker at jtucker7@utk.edu.



Alumni News: Advisory Board and Alumni Society

Advisory Board

The SIS Advisory Board held its annual fall meeting in Knoxville September 25 and 26. Of the topics covered, discussion of the UTK SIS Strategic Plan “Vision 2020” was among the most important. Over lunch on Monday, the Board members broke out into separate groups to meet with students. The breakout groups discussed a variety of topics with the students and presented their findings and recommendations in a re-assembled meeting with faculty at the end of the day. A great deal of productive thought went into the sessions. The results will help SIS to focus on those activities most important to our students and most likely to drive successful outcomes.

Current Advisory Board Members are:

- Tiffani Conner, Extended Sites/ Distance Ed. Librarian, Lincoln Memorial University
- Beth Davis-Brown, Program Coordinator, Cooperative and Instructional Programs Division, Library of Congress
- Janet Drumheller, Reference Services Manager, Knox County Public Library
- Hadi Dudley, Library Director, Bentonville Public Library
- Wil Hawk, Program Specialist, World Digital Library, Library of Congress
- Lynda Lewis, Organizational Resources Consultant, Lewis and Associates Consulting
- Franciel Azpurua Linares, Information Management & Technology Consulting Manager, Information International Associates, Inc.
- Julie Loder, Electronic Resources Librarian, Vanderbilt University
- Margaret Mellinger, Associate Professor/ Engineering Librarian, Oregon State University Libraries
- Keith Powell, Head of Acquisitions, University of California Irvine Libraries
- Steffi Prigoff, Senior Application Support Specialist, Client Care
- Kevin Reynolds, Assistant University Librarian for Learning & Access Services, University of the South
- Charles “Chuck” Sherrill, State Librarian and Archivist, Tennessee State Library and Archives
- Sandra Treadway, The Librarian of Virginia
- Jessica Waugh, Education Program Coordinator, VCU Center for Clinical and Translational Research
- Lisa Zolly, Knowledge manager, U. S. Geological Survey

Past board members rotating off were recognized for their service and contributions. Those members are: Charles Hillen (2005), Pat Thompson (2001) and Jeff Weddle (2003).

To see more information about the Advisory Board, please visit <http://www.sis.utk.edu/advisoryboard>.



Alumni Society

Progress continues toward solidifying the newly formed SIS Alumni Society. The group is charged with involving a broad base of alumni in a variety of SIS activities and developing the relationships between alumni and our faculty.

Following the nomination and election process, the newly elected Alumni Society leaders are: Wil Hawk, President, Lisa Travis, Secretary, and Deborah Henry, Sara Darling Casey and Sheila Blackford as Members at Large. The next steps will be to ratify the proposed by-laws and to fill the remaining two board positions. Expect an announcement soon on these topics.

Be sure to look for opportunities to link to this new Alumni Society and make plans to attend the Alumni gathering.

To stay in touch, make sure you...

- Join the SIS Alumni Listserv, <http://www.sis.utk.edu/alumni/list>.
- Register or update your current information; especially your current email address, at <http://www.sis.utk.edu/alumni/directory/update>.



Class Notes

1974

- **Robert Gaines** writes, “Kathy and I both retired from UNCG in 2007, last LIS-614 class at UNCG in 2008, last WestCiv class on 05/05/11! I’m Done!” He is now Librarian Emeritus for UNC Greensboro & GTRCC.
- **Judy Clements Dyer** has been appointed to the State of Georgia Board for the Certification of Librarians.

1979

- **Wenda Webster Fischer** is employed as a research assistant at Stoll Keenon Ogden PLLC in Louisville, KY.

1982

- **Kathy Crosslin** is the Director of Research for Rogers & Hardin LLP in Atlanta, GA.

1985

- **Martha Earl** has been selected as an AASHL/NLM Leadership Fellow for 2011-12. She is the Assistant Director of the University of Tennessee Preston Medical Library in Knoxville. We congratulate Martha on this prestigious appointment.

1990

- **Lisa (Hill) Baker** started a new position as a Development Specialist, Leader Development, at Methodist Le Bonheur Healthcare in Memphis.

1993

- **Carolyn E. Lowe** is Library Director at Johnson University in Knoxville, TN.

1997

- **Tim Henderson** is the Director of Operations & Digital Programs at Humanities Tennessee in the Nashville area.

1998

- **Lisa Zolly** is working at U.S. Geological Survey, Core Science Analytics & Synthesis Program as a Technical Information Specialist in Reston, VA.

1999

- **Margaret A. Mellinger** is an Associate Professor and Engineering Librarian at the Oregon State University Libraries.

2000

- **Anthony Donovan Smith** is teaching data management planning in Oostende, Belgium.

2005

- **Terri (Lampkin) Morris** is a school media librarian at South-Doyle High School in Knoxville, TN.

2006

- **Mary Jessica Piper** was recently promoted to Branch Manager of Looby Branch Library in the Nashville Public Library system.


2009

- **Desiree Fox** is employed at Integrated Solutions & Services, Inc., in Knoxville.
- **Nancy Williams** is now Acquisitions Librarian at South College in Knoxville.
- **Sarah Senter** is Adjunct Librarian at Lincoln Memorial University in East Tennessee.

2010

- **Seth Michael Jordan** has been promoted to Trace Administrator and Manager of Digital Library Production at UT Knoxville Libraries.

2011

- **Alison DePollo** is now the Interlibrary Loan Librarian at the Sherrod Library at East Tennessee State University (ETSU) in Johnson City, TN. 

Have you ever considered how different your life would be if you had not earned your advanced degree?

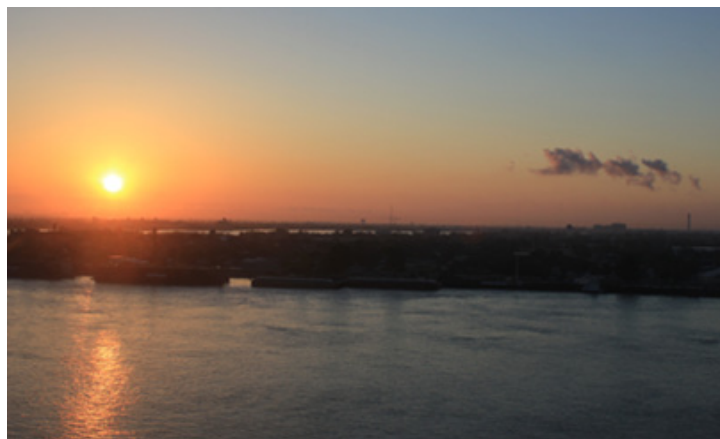
The 40th Anniversary Celebration will be a year-long series of events. During this year, we are setting some lofty goals. We have nearly 1,800 registered alumni. If each gave \$40 to the SIS Enrichment Fund, this would provide \$72,000. \$72k would go a long way toward providing continuing education scholarships, emergency funding for the school or even partial funding for faculty. Use the inserted envelop to send in your \$40 gift (only \$3.33 per month) or consider a multiple of 40 - 40 x the number of years since your graduation from UTK- SIS.

SIS in the Big Easy

“In 2011 we took a little trip, along with Dr. Cortez, down the mighty Mississipp.”* While no one is likely to write a song about our trip to New Orleans and the ALA Conference in June, like Colonel Jackson before us, the contingent of Tennesseans made their way to Louisiana once again for the ALA national conference. As other universities and colleges are forced to curtail their expenses and forego attending conferences, UTK-SIS continues to maintain a booth at these events.



UT Alumni Reception at ALA Conference



Mississippi River View From the ALA Conference

“It is important to preserve our image as leaders in the industry demonstrating our commitment to recruiting the best and the brightest for our program,” stated Dr. Cortez. Supporting ALA with our presence also enabled UTK-SIS to greet many alumni and friends, renewing relationships and making new ones. Graduate students Dawn Gerlach, Toral Doshi, Stephanie Darnell, Jennifer Randles, and Valerie Joepck helped to staff the exhibit along with Student Services Coordinator Tanya Arnold.

Directors and deans from other LIS schools attended the conference, so Dr. Cortez hosted a Deans and Directors Development Breakfast meeting. At the meeting, Dr. Cortez facilitated discussions so all could share how they are engaging their alumni, finding funding sources, and working with other university resources to ensure their programs continue to be financially feasible. In many cases, like UT’s, state funding has been drastically reduced at the same time that economic pressures are severely limiting donor contributions. The lively discussion drew out many creative ideas and practical suggestions based on strategies that have proven effective around the country. As a service to the group, Dr. Cortez provided support from his staff to take meeting minutes and record the meeting. “It was an extremely productive and thought-provoking meeting,” remarked Dr. Cortez. “We now have several ideas and projects to follow up on when we return to Knoxville.” New Communication Specialist Donna Silvey is now finding ways to implement many of the ideas as they relate to outreach to alumni and friends of SIS.

“A couple of key actions would be extremely helpful,” added Silvey. “If our alumni could take a moment and update their information in our directory, it would be very valuable for a couple of reasons. We will be able to keep our alumni informed of upcoming continuing education or lecture opportunities, and they can learn of opportunities to help their alma mater.” (Check here for the alumni directory form: <http://www.sis.utk.edu/alumni/directory/update>.) More SIS graduates getting involved with the newly formed Alumni Society will also strengthen the UTK-SIS alumni relationship. “As operating cost pressures continue to mount, having a complete and accurate list of email addresses for our alumni will enable us to send at least one copy of *Interface* out as a digital copy, saving thousands in printing and mailing costs,” noted Silvey.

*Refers to Jimmie Driftwood’s song, “The Battle of New Orleans” 

A Mile High After REFORMA

The REFORMA conference was held in Denver in mid-September. REFORMA is the national association created to promote library and information services to the Latino and Spanish-speaking communities. The University of Tennessee School of Information Sciences had a presence at the conference with an exhibit and material about the programs we offer. As funding sources and grants continue to increase requirements for universities to demonstrate sincere and effective diversity programs, UTK-SIS is finding ways to reach beyond our traditional recruitment arenas in order to fulfill the requirements for attracting students from a broad range of cultures.

It isn’t just about checking a box or fulfilling a requirement, however. An educational experience with a diverse faculty and student population offers a much more dynamic setting for learning. The entire school benefits from the variety of backgrounds

and perspectives. After all, once SIS students graduate and go on to the careers of their choosing, they will encounter clients, co-workers, bosses, and patrons of diverse backgrounds and cultures.

REFORMA conference attendees were surprised and delighted by the presence of UTK-SIS. Many of those stopping by for information asked questions that made it clear UTK-SIS is not yet well known in the western states. "If we want to attract the best and the brightest faculty and students, we must build a national brand which is well-respected and commonplace within the information science industry," said Dr. Ed Cortez, Director of UTK-SIS. The challenge of paying conference fees and travel expenses places a restriction on the methods and venues for building awareness of the program. The REFORMA conference in Denver was selected for its forty-year history as an established and respected advocacy organization.

In the opening session, Susan Hildreth, Director of the Institute of Museum and Library Sciences which funds many research projects, spoke of UT-SIS's planning grant LaSCALA, which was recently awarded to the University of Tennessee in conjunction with the University of Arizona. LaSCALA (Latino Scholars Cambio Leadership Academy) is a proposed program to address the gap in representation of Hispanics/Latinos in the Information Sciences. Because of this level of focus on the University of Tennessee program, many attendees specifically came by the UTK-SIS exhibit to learn more. Hildreth met briefly with Dr. Cortez and stopped by the exhibit to personally express her gratitude for the UTK-SIS support and presence at the REFORMA conference.



Director's Message Continued from Page 1

- 2002 – For most of this year the news was dominated by post-9/11 events, the U.S. invasion of Afghanistan began on March 2nd. In these days before their falls from grace, Barry Bonds and Tiger Woods were still sports icons. Signaling the beginning of a major step for the school, the distance education program began, and the school became a part of the newly formed College of Communication and Information.

Through these four decades, SIS has experienced its own Age of Enlightenment and a long list of accomplishments. The move from Temple Court became a metaphor for the scholarship transition for SIS. Carol Tenopir was recognized as an inaugural Chancellor's Professor and Director of the Center for Information and Communication Studies (CICS). The undergraduate minor was established in 2006, and SIS was ranked 16th by the *U.S. News and World Report*. SIS began the administration of the Center for Children's and Young Adult Literature (CCYAL) in 2008.

During 2011 SIS has taken significant steps forward. Our faculty is ranked #1 in per capita journal articles. They are the third most productive in overall research. Prestigious grants by NSF, IMLS and USGS have secured impressive projects for our faculty and students while our alliance with ORNL continues to strengthen and expand. We are poised to strike out in new directions in 2012 and further deepen and broaden our current reach.

As we begin our fourth decade, SIS will expand its practicum and internship programs. We will market our undergraduate program to more students and welcome in a new faculty member. Our physical office space will transform as will the faculty and resource areas of our office footprint. This physical transformation will become a metaphor for the next phase of our leap forward much as the move from Temple Court marked the beginning of a decade of major changes for SIS at the turn of the century.

We will host a 40th Anniversary Celebration at the Homecoming 2012 Brunch. Make you plans now to attend the November 4th event on campus. We have kicked off the year with this fresh new look for *Interface*. Beginning with the Fall 2012 issue, we plan to publish one issue each year as a 'virtual' publication. Not only will this conserve valuable resources for direct educational activities, it will facilitate the broadcast of our school's accomplishments to a much more extensive audience. We hope you will ensure we have your current email address.

Reading the following articles will give you a sense of pride, as it does me. We have the good fortune to have extensive experience and talent in our ranks. As we approach the next Harmonic Convergence on December 21, 2012, we expect to see exciting changes and impressive achievements. Make sure you are a part of this incredible year. Be active in the newly formed Alumni Society. Share your time, talents and resources with your alma mater.



Faculty News

Listing each member's citations in *Interface* cannot fully tell the story of the outstanding work being done by our faculty. To make room for more in-depth articles about the work being accomplished, the citations are on each faculty member's web page. Follow this link (<http://www.sis.utk.edu/sisfaculty>) and select the "Publications" tab to view their citations.

Suzie Allard

My research about science information and communication facilitates the scientific process particularly for scientists focused on environmental challenges that impact society. I am helping to educate the next generation of science information professionals. Two of my doc students defended their dissertations, both of which focused on science information and communication, in the last several months. Arsev Aydinoglu is now a visiting assistant professor at University of South Carolina, and Abdalaziz Aldaihani is now an assistant professor at the Kuwait University. I also was awarded an IMLS grant to fund the education of eight more masters students specializing in science data.

Dania Bilal

I am once again hard at work on the next edition of a book and some forthcoming articles. I served on the program planning committee of ASIS&T annual meeting as co-Chair of the Information Behavior Track and coordinated the reviews of submissions. As a Chair of the Awards Committee of the Special Interest Group on Information Seeking and Use, I coordinated reviews of the applications submitted to the various awards. I am now the outgoing Chair.

I am very excited about my new research on evaluating the retrieval performance of three leading search engines and two engines designed for children using recall and precision measures. My graduate teaching assistant Reid Boehm and I assessed relevance of 1500 results and documents retrieved by the five search engines for thirty queries children formulated. Another related project compares the reading complexity of results from search engines to the children's reading abilities. Currently I am working on multiple research proposals to submit for external funding.

I added the topic Mining Social Media to the Mining the Web class (IS587) and plan to use draft chapters from my new book for teaching the Information Systems class (IS582). Also in process is a design for a module on usability software for the Human-Computer Interaction class.

Ed Cortez

Throughout the summer and fall, I have been working toward the success of the LaSCALA grant. As you will read in this edition of *Interface*, this has generated travel to Denver, Arizona, and Cuba. Our highly successful Federal Libraries course had me joining the class in Washington,

What faculty member...

1. likes to sew and would like to take a tailoring class someday?
2. wants to be on Jeopardy?
3. was once a part of an improvisational comedy troupe?

To find the answer, go to the alumni update page,

<http://www.sis.utk.edu/alumni/directory/update>

Who Could It Be?

D. C. Organizational augmentations, revamping and updating the strategic plans, and attending several conferences round out the major highlights of the past few months. At two recent ALISE/ALA conferences, I have hosted a group of deans and directors for the purpose of discussing ideas and successes in the area of development. As a result of these informative meetings, ALISE will be forming a new special interest group on fundraising and development.

Kimberly Douglass

I have known for a long time that I wanted to be a professor. It was simply a matter of figuring out the path that was unique to my interests and the way I understand the world. The path from there to here has been eye-opening. For example, it is intriguing for me to see how technology is changing the classroom and changing how students and teachers relate to each other. I am happy to be working in a research-intense environment at this point in history. I have the opportunity to play a role in projects, such as DataONE, that are fundamentally reshaping the world. As the IBM commercial says, "It is a great time to be alive;" it is a great time to be an assistant professor at the University of Tennessee! Milestone Moment: For the first time at a DataONE All Hands Meeting, I served as Co-Lead for the Sociocultural Working Group. Originally appointed Spring 2011.

Rachel Fleming-May

In July I traveled to Rutgers University with SIS Alumna Jill Grogg, University of Alabama Libraries Electronic Resources Librarian, at the invitation of the Virtual Academic Library Environment (VALE) of New Jersey organization. Jill and I presented a day-long workshop entitled "Going Beyond Sessions and Searches: Demonstrating the Value of Electronic Resources." I also had an article published in the July issue of *The Library Quarterly* entitled "What Is Library Use? Facets of Concept and a Typology of Its Application in the Literature of Library and Information Science" (vol. 81 no. 3, 297-320).

Bharat Mehra

My research examines diversity and intercultural concerns in LIS to promote social justice/equity for minority and underserved populations. Current efforts documented rural librarian technology literacy and management training to IMLS-funded paraprofessionals in the impoverished Appalachia. Recent efforts involved reference outreach for LGBTQ patrons, public library services for people with HIV/AIDS, and qualitative methods to meet underrepresented needs. During fall I taught a grant development course where students and community-based agencies together developed innovative proposals for future funding. In the information organization course I introduced new students to cataloging, metadata, and databases while learning critical evaluation skills from a user-centered perspective.

Lorraine Normore

My research and teaching interests center on the connections among people, information and technology. A paper that recently appeared in the *Journal of Education for Library and Information Science* written with SIS graduate Brandy Blaylock showed that students' participation was not different in in-class and online discussions. Another paper, recently submitted for publication, described a non-traditional approach to teaching cataloging online called "wayfinding." A research project conducted with SIS student Mary Tebo and funded by USGS on information and technology needs among environmental biologists was first reported at the 2011 Annual Meeting of ASIS&T and will be the basis for follow-on research and publications. My focus on user issues in technical information use is also reflected in a study of information needs among teachers that appears in the December 2011 issue of *Information Research*.

Devendra Potnis

"How could the poor earning less than a dollar a day afford to own cell phones? Why do they use cell phones? How do small businesses in the US make use of websites and mobile technologies for making profits? How could we increase ICT-users' active participation in governance? How does ICT-enabled microfinance help the poor graduate out of poverty?" My interdisciplinary socio-technical inquiries seek answers to the above questions by studying the role of ICT-mediate information in creating opportunities for disadvantaged communities across the world and enabling the communities to pursue their goals.

Vandana Singh

I am currently planning three very exciting research proposals: The first one is for NIH and focuses on Personal Health Information Management (PHIM) practices of different minorities in Rural Appalachia. I am collaborating with Dr. Bharat Mehra and Dr. Elizabeth Avery on that project. At this point we are doing pilot studies and are interested in establishing collaborations with anyone involved with the health information management process, either via libraries or organizations that they work in. So, if there are any alumni or friends of the school who are interested in this project and would like to be involved please get in touch with me.

Student News

Student Presents at Scientific Conference

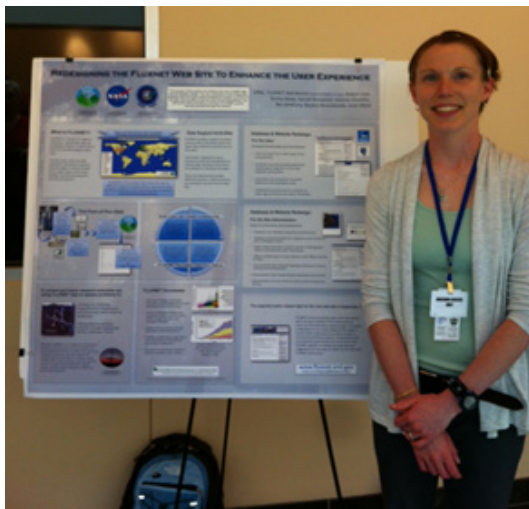
Reid Boehm, SIS master's student, presented her poster this summer at the Federation of Earth Science Information Partners conference in Santa Fe, New Mexico. It is an exciting story of her scholarship and our ongoing relationship with the NASA DAAC, which is at ORNL.

Cohort Groups

Cohort Groups now exist for Arkansas, Middle Tennessee, the Chattanooga area, the Tri-cities area, Northern Virginia and the D.C. area, the Memphis area, and Knoxville. SIS alumni can stay connected with the program by volunteering their assistance to the current students in their local areas. Cohort groups can be reached by using the appropriate link at the page <http://www.sis.utk.edu/students/cohorts>. Facility tours are always welcome if you can offer local students an opportunity to visit your work place.

Student Affairs Committee

The Student Affairs Committee members for the 2010–2011 school year were Dr. Rachel Fleming-May, Dr. Vandana Singh, Dr. Bharat Mehra (Chair), Tanya Arnold, and Dr. Ed Cortez (ex officio).



PhD News

The milestones that signify mastery of the discipline and research achievement define doctoral student life. Each student begins the program with at least four semesters of coursework that is capped by the marathon experience of writing the comprehensive exam and then defending these answers during a two hour oral exam. Successfully completing this allows the student to earn the title of candidate. After this, the candidate prepares and defends the proposal for her dissertation research. Candidates then conduct their research and write the dissertation reporting on the results. Once the candidate successfully defends her dissertation research and submits her dissertation, she earns the title of doctor.

We proudly congratulate our six new doctoral colleagues and the faculty who chaired their committees. They are listed in chronological order of their defenses, and their current appointments are in parentheses.

- Dr. Rachel Kirk (Middle Tennessee State University Library)
chair: Dr. Carol Tenopir
- Dr. Cynthia Manley (Oak Ridge National Laboratory Library)
chair: Dr. Carol Tenopir
- Dr. Kitty McClanahan (Practicum and IS&T Minor Coordinator/Lecturer, UT SIS)
chair: Dr. Carol Tenopir
- Dr. Lei Wu (Postdoctoral Researcher – CCI - Center for Information & Communication Studies, Adjunct Professor at Colorado State University -- Global Campus)
chair: Dr. Peiling Wang
- Dr. Arsev Aydinoglu (Visiting Assistant Professor, University of South Carolina)
chair: Dr. Suzie Allard
- Dr. Abdul Aldaihani (Assistant Professor, Kuwait University)
chair: Dr. Suzie Allard

Watch this column for updates on their careers.

Gerri Littlejohn

Gerri Littlejohn has worked for UT for 32 years as of November 19th. She will be retiring at the end of this year; however, her last day in the office will be November 30th.

When asked what the best part has been, Gerri responded, "Working with the many, many students over the years has been a joy and privilege. I hope I have been at least a small part in their positive experience at UT."

Please join us in wishing Gerri all the best in this next phase of her life. We will truly miss her! Her email address will remain active, littlejo@utk.edu. Gerri has asked her UT friends to stay in touch.

Thanks Gerri!

PhD News Continued on Page 14

Vandana Singh con't. - I am also working with Dr. Mehra and Dr. Black on two other grant proposals-- one is on the ITRL Phase 2 and the other one is for role of broadband and libraries in serving communities in Tennessee and two other states. I am currently working on three federally funded projects (IMLS and NSF) for studying open source software, its role in libraries, in distance education, and improving technological competencies of rural librarians. From the results of these ongoing projects, I am publishing in multiple venues and have several journal articles that are at different stages in the review process."

Carol Tenopir

Our science information and science data management specialty is continuing to grow and thrive, with the announcement this summer of a new IMLS-funded grant called SciData. Suzie Allard is lead Principal Investigator with Carol Tenopir and Peiling Wang serving as Co-PI.s. Eight master's students with an interest in science information and data management are being recruited to start fall 2012. They will join our current three data curation (DCERC) master's students and seven ScienceLinks doctoral students. All take courses and have research and work experiences focusing on science information services—including special opportunities with ORNL, the National Center for Atmospheric Research in Boulder, CO, and other organizations.

Our work with the NSF-funded DataONE project is putting this specialty to practice. DataONE is building a cyberinfrastructure and a culture of data preservation and sharing for earth and environmental scientists. Together with Mike Frame of USGS, I lead the DataONE Working Group on Usability & Assessment. (Allard and Douglass lead the SocioCultural Issues group.) We held a joint Working Group meeting at the UT Baker Center in May and participated in the "All Hands Meeting" in New Mexico in October. UT librarians Maribeth Mannoff and Ellie Read are involved as well. The UT team includes several students and faculty. See the web for details.

My other research focus is on measuring the value and return on investment of academic library collections and services. My IMLS-funded Lib-Value project brings together a national team and includes at UTK-SIS Assistant Professor Rachel Fleming-May and UT librarians Gayle Baker, Ken Wise, and Teresa Walker. SIS alum Liz Whitson is the project manager, and master's student Lisa Christian is the GRA this year. Building on Lib-Value is my grant funded by the British JISC Collections that is working with six universities in the U.K. to measure the reading patterns and value of reading to academics. SIS alum Rachel Volentine is the lead researcher. In November I will also introduce Lib-Value at an East Tennessee Library Association webinar.

Peiling Wang

Our work continues on the ePortfolio option. I attended the ePortfolio World Summit and Campus Technology 2011 July 25-28 in Boston. As a result of my learning at the conference, I was able to develop a new model for Pilot II of the ePortfolio as a culminating-experience option required for the MS degree (the other options are the thesis and the comprehensive examination). Earlier I had completed a book chapter and a conference paper which are noted in my citations. I have also been hard at work developing a new course for Spring 2012, IS590 Capstone for Career Success: Designing Effective ePortfolio.

This year I also participated in Pecha-Kucha, presenting "POINTS: Perspectives On Information Network Technologies" at the inaugural Mic/Nite hosted by the Office of the Provost to enhance the intellectual, interdisciplinary, and cultural life of the faculty and staff at UT Knoxville. <http://provost.utk.edu/mic-nite/>


Upon the request of Vice Provost Sally McMillan, I began to design and develop a prototype for UTracK, a system to monitor students' progresses and evaluate their performances in milestone courses to ensure their academic success. <http://web.utk.edu/~ugcouncil/docs/agendas/UG%20Council%20Agenda%202010-25-11.pdf>

Cindy Welch

Integrating Technology into Practice

Changes in technology mean changes in library services and collections for youth, and we are challenged to make sure classes keep up with – and even anticipate-- good practice. SIS youth services students create podcasts and will soon be expected to do book trailers rather than simple booktalks. "Children's Resources and Services" (IS 571), infamous for the "Lukens paper," is evolving to introduce shorter critiques and covers nonfiction in addition to the traditional picturebooks and fiction. Students discuss ebooks, databases, blogs, and book apps, and the "Programming for Children and Young Adults" (IS 573) class devotes at least one class specifically to youth programming with technology. The times, they keep a-changing!

Teens as Library Staff?

One of the triad of faculty responsibilities (along with research and teaching) is service and, for me, this usually takes the form of creating continuing education opportunities such as workshops, trainings, and consulting. This summer I broadened that definition to include publishing, writing a chapter for Carol Smallwood and Melissa J. Clapp's *How to Thrive as a Solo Librarian*. "Teen Volunteers to the Rescue," gives tips on how to integrate teens into your library's workforce, particularly for small libraries. Teen volunteers, who are satisfying community service/service learning requirements, or who are simply socially minded, make a great addition to library staff – with the right training, and this chapter is a brief clinic on how to scout potential teen workers, train them, and keep them coming back. 

Past Director Elizabeth Aversa Lectures at UT



With her trademark quick wit and razor-sharp observations, Dr. Elizabeth Aversa captivated a large audience in the Scripps Convergence Lab on September 29 of this year. The audience sat spellbound as she told the story of her inspirational aunt who led her to a career as a librarian. Aversa shared several anecdotes concerning her own courageous leadership and fascinating career path.

Aversa received her Ph.D. from Drexel University in 1984 and has since served at Catholic University, University of Maryland, and the University of Tennessee, before becoming the Director of

the School of Library and Information Studies at the University of Alabama. She is now returning to UA as a professor in order to concentrate more time on projects and writing. Immediately after her lecture in Knoxville, Aversa and her husband were departing for a much anticipated, extended trip to Italy.

Among the many memorable points in her lecture were Aversa's thoughts on the job prospects for graduates. "There are jobs, good jobs out there," remarked Aversa. She admonished the students to remember the job market is competitive. "Don't do anything stupid" was her mantra. "Take out the multiple earrings, and wear the suit. No flip flops. These are easy things to do," she advised. She then recounted a story about one job interviewee who did not get the job because of the way he dressed for the interview. "Dress for the interview, not the job," Aversa advised. "Show up looking like you care." She also recommended job searchers prepare for the job they will be doing. Her top five tips for job hunting are listed to the right.

Dr. Elizabeth Aversa's lecture was the final installment in the lecture series of past SIS directors. Her photo now hangs on the Wall of Honor in the SIS offices in Circle Park. Her contribution to the School of Information Sciences at the University of Tennessee can never be overstated. "We are grateful to Elizabeth for taking the time to bring such a wonderful lecture to our campus," said Dr. Ed Cortez, current SIS Director. "She exudes her love for libraries and her love for learning with every breath. Our students are very fortunate to get to hear her today."



PhD News Continued from Page 12

Other doctoral program milestones have been achieved since the last newsletter. Becca Anderson and Jason Rieger have both earned doctoral candidacy. Doctoral candidates Jason Rieger and Julie Winkelstein have defended their research proposals.

Welcome to the two doctoral students who joined us this year -- Rebecca Davis and Sarah Rose! Davis earned her master's degree at the University of Kentucky, and Rose is a graduate of the program at the University of South Carolina.

In other news:

Jim Malone and Priyanki Sinha presented on a panel at the Annual Meeting of the American Society for Information Science and Technology held in New Orleans in October. For the panel "Sharing Data: Practices, Barriers, and Incentives," Malone and Sinha reported on research conducted with scientists and funded by the USGS.

Sherri Edwards gave an invited talk to the Knoxville Area Health Science Libraries Consortium based on a preliminary analysis of her dissertation data. Edwards is currently the interim Social Sciences Librarian at UT.



Top Five Job Hunting Tips

1. Have someone else look at your cover letter and resume.
2. Be willing to move and take a risk—have courage.
3. Don't be too specific about job wishes or have unrealistic expectations.
4. Don't lie on your resume, and watch what you put on Facebook ("for heaven's sake").
5. Prepare, prepare, prepare.

The Volunteer Spirit – SIS Style

Do you know the history behind the University of Tennessee's nickname, "Volunteers?" Below is the explanation from the university's website.

Volunteer Nickname

Since the Revolutionary War, Tennesseans have been quick to volunteer for military duty. That reputation was solidified during the Mexican War when Gov. Aaron Brown issued a call in May 1846 requesting 2,800 volunteers for military service and 30,000 responded. A UT athletic team was dubbed the Volunteers for the first time in 1902 by the *Atlanta Constitution* following a Tennessee-Georgia Tech football game. The *Knoxville Journal and Tribune* did not use the name until 1905. By the fall of 1905 both the *Journal* and the *Knoxville Sentinel* were using the nickname. The name "Volunteers" is frequently shortened to "Vols" in describing Tennessee's athletic teams. The dragoon uniform worn by Tennessee regulars during the Mexican War is worn by the color guard at UT Knoxville athletic events.

It only stands to reason that faculty, staff, and students at the School of Information Sciences would exhibit the same volunteer spirit in their communities. Here are a couple of their stories.



Assistant Professor Kimberly Douglass leads a busy life. With a young son and a husband, she approaches her classes and research with a positive attitude and enthusiasm. Douglass doesn't use the many demands on her time as an excuse not to give back. She is a member of the Boys and Girls Club Teen Services Board. Currently, nearly 25% of all the children served by the Boys and Girls Club are teenagers. The purpose of the clubs is to enable youth to help themselves realize their potential for growth and development.

Douglass grew up in Jackson, TN, where she was involved with the local Boys and Girls Club as a youth. She was 'Youth of the Year' in Jackson and a finalist in the state-wide competition. She helps with the teen services program in Knoxville by developing fundraising projects, providing life-skills coaching, and advising the program leadership on topics such as college recruitment preparation. She credits her experiences with the

Boys and Girls Club for her public speaking skill development and with her early travel experiences. Those experiences of going to Boys and Girls Club conferences helped to expand her vision of the world beyond her own town and served her in understanding the scope of possibilities available to her.

Today, Douglass also helps with the UT alumni apprenticeship program and has a job shadow each year. In all, she claims she only spends about 10 hours each month or less on her volunteer responsibilities. A volunteer to the core, Dr. Kimberly Douglass walks the talk!

Tanya Arnold, Student Services Coordinator, also carries the volunteer torch. She has served for fifteen years as the Teen Coordinator for her church, Redemption Church International. The church has 50-70 teens participating in a host of events. Arnold's role includes management of the data on each teen, sending out notices of events, putting teens in touch with the appropriate leader, administrative duties, and coordination of the many events. These events include special teen worship services, contests, house study groups, advanced learning sessions, and social events.

Over the years, Arnold has watched many of the youths arrive at the church's doors despondent, unloved, and sometimes even in trouble, with issues such as substance abuse. Her reward comes as she watches the teens transform into exuberant, open, happy young people. The church offers the teens a nurturing environment with life lessons and coping-skills training for typical teen issues such as peer pressure, making good choices, handling sexual temptations, and handling school stresses.

With an investment of 15 years and many hours of volunteer time a week, Arnold says her willingness to make this major time commitment stems from her sense of gratitude. She said, "I have been very fortunate to have been raised by loving parents in a safe and stable home. I am thankful for the example and teaching my parents provided us on our faith and for life. I fully realize many kids today don't have this, and I want to help bring that unconditional love into their lives." Arnold is a part of the team helping to lift up this group of teens and show them by example that there are adults who can be counted on to be there for them through thick and thin. As William Arthur Ward, poet, writer, and educator, said, "Feeling gratitude and not expressing it is like wrapping a present and not giving it." Tanya Arnold has lots of wrapped gifts to give!



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In this issue....

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All the latest news from UTK-SIS
and much, much more

We want very much to stay in touch with you!
As we approach the fortieth anniversary of the accreditation of the School of Information Sciences, we want to keep you informed of all the upcoming activities. We also have an announcement coming up in a few months that will be of particular interest to our practitioners. Please submit your current email address by going to

www.sis.utk.edu/alumni/directory/update